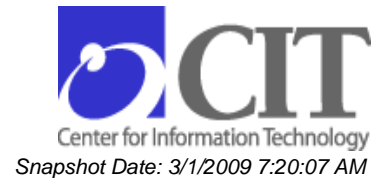


Customer Service Report for ASB

For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Edit Account	1	0	0	0	0	1	0	0	0	0	0
Application Support											
COTS- Other/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Specialized Application	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	2	0	2	0	2	2	0	0	0	0
Colocation-ON	0	6	0	5	0	5	5	0	0	1	0
Oracle	0	0	0	2	0	2	0	0	0	0	0
Other	1	0	0	8	0	4	0	0	5	0	1
Unix	0	0	0	1	0	1	0	0	0	0	0
Windows	1	0	0	0	0	0	0	0	1	0	15
CIT Categories											
New Customer	0	2	0	0	0	0	2	0	0	0	0
CIT Categories Remedy											
Accts Create	0	2	0	0	0	0	0	2	0	0	16
Accts Permission	1	0	0	0	0	0	0	0	1	0	6
OS/390											
Printer/VPS	1	0	0	13	0	0	0	0	14	0	8
Security & RACF	0	1	0	0	0	0	0	0	1	0	0
Grand Total:	7	13	0	31	0	17	9	2	22	1	3

Total Tickets Closed:	25
Total Tickets Assigned/Pending/Checked Out:	26
Total Tickets Created:	51